Product Warranty – EasyDRAIN Channel and Grate

US Trench Drain offers You a warranty against defects for the Products on the terms of this document (**Warranty**).

Definitions

In this Warranty:

EasyDRAIN Channel and Grate	means EasyDRAIN Channel and Grate by US Trench Drain
You	means a person that purchases the Products for their own personal, domestic or household use and any person (such as a builder, developer or plumber) who purchases the product for use in a new building, but does not include any other person who purchases the Product for resale or resupply.

Warranty Period

In addition to your rights and remedies under a law in relation to the Product, US Trench Drain offers you a warranty that the Product will be free from defects for the following periods (Warranty Periods):

EasyDRAIN Channel and Grate 2 years

EasyDRAIN Galvanised & Stainless Steel Grates 1 year

Each Warranty Period above commences on the date of purchase.

Product Warranty | EasyDRAIN Channel and Grate

Warranty Conditions

Subject to compliance with the terms of this Warranty, US Trench Drain will supply a replacement Product where US Trench Drain determines that a fault in the Product has been caused by faulty manufacture or faulty materials used in the manufacture of the Product.

This Warranty does not apply to any defect caused or contributed to by any one or more of the following:

Accidental damage, abuse, misuse or mistreatment
Abnormal stresses on the Product beyond its designed purpose, including excessive vehicle traffic loading or travel speeds
Only automobile vehicle usage below vehicle rating (No machinery usage)
Improper use of cleaners or chemicals including acid washing during installation
Unapproved modifications were made to Products
Damage to Product and Product finishes resulting from installation, including acid washing
Installation that did not follow the US Trench Drain installation guidelines or instructions
Interference with or attempts to repair the Product after the Product has been installed
Normal wear and tear from use
Rusting caused by chlorine, chemicals, salt (for ice/snow of driveways/waterways etc), salt water (in environments such as swimming pools or coastal areas)

- Product rating limitations apply per schedule 1 (below)

Schedule 1

Load Capacity of U.S. Trench Drain™ Channel and Grate

Description	Codes of Applicable Products
U.S. Trench Drain™ Polymer Channel and Polymer Grate	
Tests in accordance with AS3996 have shown the U.S. Trench Drain™ Polymer Channel and Polymer Grate are adequate for Class A use. Further tests replicating actual service use indicate that the polymer grate can safely withstand a 1100lbs load applied to a 4" wide pad across the span of the grate. The opening width and the concave cross-bar design, allows most wheels to roll across the grate from side to side without applying the full wheel load as the loads are transmitted through the channel wall to the foundations. The U.S. Trench Drain™ channel directs any applied loading down to the concrete encasement to the bedding material below. Thus the U.S. Trench Drain™ Polymer Channel and Polymer Grate , when correctly installed, can support vehicles with axle loads of up to 4400lbs crossing the channel.	83300, 83300-3 83302, 83302-3 83318, 83318-3 83319, 83319-3 83500, 83500-3

Description	Codes of Applicable Products
U.S. Trench Drain™ Polymer Channel and Pressed Stainless Steel Grate	
The range of pressed stainless steel steel grates available for the U.S. Trench Drain™ range of channels do not meet the requirements of the Class A loading of AS 3996 as the permanent deflection of the grate was greater than the standard permits. **However, during testing it was found that the grates could sustain an equivalent wheel load of 1100lbs**. So, whilst it is able to be used in a driveway situation exposed to slow moving light vehicles such as car, it may be noticed that over time the flat upper surface may show signs of slight indentation.	83303, 83303-3
U.S. Trench Drain™ Polymer Channel and Pressed Galvanised Steel Grate	
The range of pressed galvanised steel steel grates available for the U.S. Trench Drain™ range of channels do not meet the requirements of the Class A loading of AS 3996 as the permanent deflection of the grate was greater than the standard permits. **However, during testing it was found that the grates could sustain an equivalent wheel load of 1100lbs**. So, whilst it is able to be used in a driveway situation exposed to slow moving light vehicles such as car, it may be noticed that over time the flat upper surface may show signs of slight indentation.	83342, 83342-3 83501, 83501-3

Note: For best results, vehicles MUST NOT travel along the line of the channel, and the grates must be kept clear of stones and other objects which might concentrate wheel loadings onto small areas. Loads carried by vehicles with very small wheels such as forklifts and pallet trucks must not exceed 1100lbs load per wheel.

This Warranty only applies to you and is not transferable from you to any other person.
This Warranty only covers the US Trench Drain product and no installation, removal or repairs to any site work.

You are entitled to a replacement or refund for a major product failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

How to make a Warranty Claim

All claims under this Warranty must be made within 14 days of you becoming aware of a suspected defect in the Product (Claims Period). Any claim under this Warranty that is made outside the Claims Period will not be accepted.

To make a claim under this Warranty, you must provide us with the following (Claim Documentation):
Copy of proof of purchase receipt (ensuring the date of purchase is visible);
Your name, contact details and address;
Description of the claimed defect;
If visible, a photo of the defect/s;
If the Product has been installed, written evidence (such as an invoice) that the Product was installed by a licensed plumber (if requested by US Trench Drain)

You must meet the costs of making the Warranty claim, including any postal, phone, facsimile and email communication costs incurred by you.

Uninstalled Products

If the Product has not been installed, it should be returned to the place of purchase with the Claim Documentation and you should advise the place of purchase that you wish to make a claim under this Warranty. You must arrange and meet the cost of transporting the Product to the place of purchase.

Installed Products

If the Product has been installed, please contact US Trench Drain by email info@ustrenchdrain.com

For installed Products, US Trench Drain may (subject to Your agreement) arrange for a company representative to attend the place of installation, examine the Product and assess whether the Warranty Conditions have been met. Where US Trench Drain or its company representative determines that the Product is defective under the terms of this Warranty, US Trench Drain will at its election supply, or cover the costs of supplying, a new Product (or equivalent Product if the same Product is no longer available or manufactured).

You must ensure that any Product supplied by US Trench Drain under this Warranty is installed at your cost by a competent and licensed plumber unless US Trench Drain agrees to pay the cost of having the Product installed as part of the Warranty claim.

Where US Trench Drain or its company representative determine that the fault was caused by incorrect installation (including installation by a person that is not a competent and licensed plumber), or a failure to follow US Trench Drain installation and use guidelines or the claim is otherwise excluded by the terms of this Warranty, US Trench Drain will not supply any replacement Product under this Warranty and reserves the right to charge you a service fee for attending the location of the installed Product and assessing the Warranty claim. The service fee payable by you in such circumstances will be quoted to you by US Trench Drain.